GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:4530
ANSWERED ON:14.12.2016
Service Level Benchmarking
Kumar Dr. Virendra

Will the Minister of URBAN DEVELOPMENT be pleased to state:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) the position of implementation of Service Level Benchmarking (SLB) by the Urban Local Bodies (ULB) and the details of pilot cities under the above scheme;
(b) the details of cities which have furnished the report of their service level benchmarking indices;

(c) the steps taken by the Government to ensure the implementation of SLB by ULB in other cities;

(d) whether SLB is being implemented in other States and cities;
(e) if so, whether the Government has proposed any machinery for the inclusion of citizens for the verification of SLB indices; and
(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT
(RAO INDERJIT SINGH)

(a to d): Urban Development is a State subject. The Ministry of Urban Development facilitates and handholds States and Urban Local Bodies in improving standard of services with a view to improve the quality of life in cities and towns. To this end the Government had conducted a pilot research study in the year 2012-2013 for establishing Service Level Benchmarks (SLBs) for urban transport in 12 cities of India namely, Delhi, Jaipur, Jammu & Katra, Nanded, Patna, Vijayawada, Kohima, Bhubaneswar, Ahmedabad, Surat, Mysore, Hubli −Dharwad through CEPT, Ahmedabad and Institute of Urban Transport (India). The report card for all 10 indicators of SLB for 12 cities are given in the Annexure.

Establishing SLB is now one of the component of preparation of State Annual Action Plan (SAAP) under the Atal Mission for Rejuvenation and Urban Transformation(AMRUT) and Comprehensive Mobility Plan (CMP) funded by Ministry of Urban Development. These Benchmark indices are prepared based on data collected from cities and the report is placed on website of Ministry of Urban Development.
The urban local bodies to be eligible for performance grant in terms of the 14th Finance Commission award are inter alia required to publish the service level benchmarks relating to basic urban services each year for the period of the award and make it publically available.
(e & f) No, Madam. Government has not proposed any such machinery. The SLBs are required to be published by State Governments and put in public domain.
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Annexure

Annexure referred to in reply to part (a & b) of Lok Sabha Unstarred Question No 4530 for answer on 14.12.2016

S.
No. Focus Areas Delhi Jaipur Jammu
&
Katra Nanded Patna Vijayawada Ahmedabad Surat Hubli Dharwad Mysore Bhubaneswar Kohima

Jammu
Katra
Level of Service*

1 Public Transport Facilities 1 3 4 4 2 3 2 2 3 2 2 2 2
2 Pedestrian Infrastructure Facilities 2 3 4 4 4 4 3 3 3 4 2 2 4
3 Non-Motorized Transport Facilities 2 4 4 4 1 3 3 4 4 4 4 4 4
4 Level of Usage of ITS Facilities 4 4 4 4 4 4 4 2 4 2 3 4 4
5 Travel Speeds 3 2 4 4 2 3 2 2 1 4 1 2 2
6 Availability of Parking Spaces 4 4 4 4 4 4 4 4 3 3 4 3 4 3
7 Road Safety 4 4 4 3 3 4 3 3 3 2 3 3 2

8 Pollution Levels 3 3 4 4 2 3 2 1 1 3 2 2 2
9 Integrated Land Use Transport System 2 3 3 3 2 3 3 2 3 3 3 3 4
10 Financial Sustainability for Buses 3 3 4 4 4 3 2 4 4 3 3 3 3

*The level of service (LoS) is represented by '1', '2', '3', and '4'where '1'represents the highest (Good) LoS and '4'the lowest LoS (Poor).